

## Instructions to Change SAM Administrator

To update SAM if you have an employee that served as the SAM Point of Contact, but no longer works at your LEA. An authorized representative from the LEA (typically, your Superintendent, Principal, or Business Manager) will need to contact the Federal Service Desk at (866) 606-8220. Once you reach the FSD operator, you will need to follow the prompts (Option 1 – SAM then Option 2 for Customer Service Agent) to talk to a customer service agent to file a ticket. By opening up the ticket, the FSD group is alerted and will reply with an email incident ticket that will include an incident number. Your LEA will need to reply to that email and attach a Notarized Letter (see below for more information) to them to update the SAM system on their end.

### ***NOTARIZED LETTER***

SAM requires a notarized letter to give access to new Entity Administrators when the previous administrator is no longer with the organization and the new administrator cannot use the automated account migration tool.

Your notarized letter needs to:

- Be on your company/organization letterhead, and be signed by your company President, CEO, Superintendent, or other authorized signature authority
- Contain your company/organization DUNS Number
- Contain the old CCR Primary and Alternate POCs' name (if you know it)
- Contain the new Entity Administrator's name, phone number, address and email address
- Provide a justification for the change

The purpose of this notarized letter is to verify the identity of [insert name of Entity Administrator]. [Insert name of Entity Administrator] affirms that he or she is an authorized officer, agent, or representative of [insert entity name, or, for individuals not representing an entity, say him/herself]. This letter will authorize [Insert name of Entity Administrator] to have access to the System for Award Management (SAM). SAM is a computer system managed by the Federal Government, and it is only accessible by individuals who are either authorized to represent a particular entity, or by individuals representing themselves. Accessing or using SAM, or information contained therein, for any unauthorized or illegal purposes, may have civil and criminal penalties, and may negatively impact the status of the SAM registration maintained on this entity. I, the below-signed, attest to the accuracy of all information contained in this letter. The letter must be notarized, scanned and attached to an open service ticket submitted to the Federal Service Desk ([www.fsd.gov](http://www.fsd.gov)). The new Entity Administrator must have an individual SAM User Account created with the e-mail address provided in the notarized letter.

NOTE: Once your incident is put in a "Pending Customer" status - you will have three days to complete this process and attach your notarized letter to your incident through your account on [www.fsd.gov](http://www.fsd.gov).

Official LEA Letterhead

Date: December 1, 2014

Entity Name: ED Science School District

Entity DUNS #: xxxXXXXxx

Federal Service Desk:

The purpose of this notarized letter is to verify the identity of Ms. Science Teacher. Ms. Science Teacher will replace Mr. Failing Math as the SAM Point of Contact for the ED Science School District as Mr. Failing Math is no longer with the Arizona Department of Education.

New Entity Administrator for Arizona Department of Education

- Name: Science Teacher
- Phone: 602-364-4046
- Email: science.teacher@lea.org
- Address: 1234 Counting Numbers Ave  
Educationville, AZ 85000

Ms. Science Teacher affirms that he or she is an authorized officer, agent, or representative of ED Science School District. This letter will authorize Ms. Science Teacher to have access to the System for Award Management (SAM). SAM is a computer system managed by the Federal Government, and it is only accessible by individuals who are either authorized to represent a particular entity, or by individuals representing themselves. Accessing or using SAM, or information contained therein, for any unauthorized or illegal purposes, may have civil and criminal penalties, and may negatively impact the status of the SAM registration maintained on this entity. I, the below-signed, attest to the accuracy of all information contained in this letter.

Sincerely,

Your Signature Here

Dr. Ed Cation  
Superintendent  
P: (555) 555-5555  
E: Ed.cation@lea.org

**MUST BE NOTARIZED**